

**RFP-9-63**  
**Questions and Answers**

- Q1:** The RFP appears to stipulate that bidders must supply both internet & video components, if this is true, they may prevent the best internet solutions to IN drivers since not all schools offer both as part of their package. Was this considered when combining the components?
- A1:** **Respondents to this RFP must be able to provide both the video format and the internet format. Respondents must include both the video format and the internet format in their proposals. The selected vendor(s) must provide both the video format and the internet format. The BMV considered many factors in the development of this RFP designed to provide a quality Driver Safety Program.**
- Q2:** RE: Section 1.4(B): This section states “the BMV is soliciting one vendor to provide a DSP utilizing the internet and video formats”. Our questions on this are as follows:
- a. Is it the BMV’s intention to award both the internet version and the video version to the same vendor or is it possible the BMV will award the internet version to one vendor and the video version to a different vendor?
  - b. Do all respondents to this RFP have to propose both an internet and video program?
- A2:** **Respondents to this RFP must be able to provide both the video format and the internet format. Respondents must include both the video format and the internet format in their proposals. The selected vendor(s) must provide both the video format and the internet format. The BMV will not award the internet version to one vendor and the video version to another vendor.**
- Q3:** RE: Section 1.7: This RFP requires that the internet and video format be installed and ready for BMV’s review just as a DSP student would use the course. If a respondent is not a current vendor, this requirement means that extensive development costs would be incurred to customize a program for Indiana without any assurance that the contract would be awarded. Therefore, could a vendor provide a detailed description of the course offerings along with demonstrations of similar programs to reveal their capabilities but not complete programming or development of the Indiana-specific version until the vendor is selected as an approved DSP vendor?
- A3:** **The course offerings submitted in the proposal should be as complete as feasible. Any topics or Indiana specific references that are not included in the respondent’s submission should have detailed descriptions of what the respondent would include. The vendor must note in the instructor manual/script (Section 2.4.9) where in the program these items would be included.**

- Q4:** RE: Section 2.4.2(A): In parentheses, the RFP notes that the curriculum is to include section quizzes which require the student to have a minimum grade to proceed to the next section. Our questions regarding this are as follows: While the session quizzes function well in an internet-based environment, we do not fully understand how this is to be administered in a video-based environment. In a video version, it will be difficult to administer the requirement that the student achieve a minimum grade to proceed to the next section. We ask for the BMV's clarification on how they see this functioning in the video program.
- A4:** **It is up to the respondent to determine the number of questions and the number of quizzes. The respondent must include in their response the way(s) in which they will administer the quizzes for the video format. At a minimum, one method the respondent will utilize to administer the quizzes for the video format must be accessible to individuals who do not have internet access.**
- Q5:** RE: Section 2.4.7(L): This section states "The video home study format must include security provisions..." While these provisions can be easily incorporated into an internet-based version, we ask for the BMV for clarification on how they envision this functioning in a video-based version.
- A5:** **It is up to the respondent to outline the method they will use to verify identity at the time of quizzes/testing. Any method to verify identity must be accessible to individuals who do not have internet access.**
- Q6:** RE: Section 2.4.9(B): We ask for clarification on the Overview binder that is required under this section. It appears that this document will serve as a cross-reference verifying where in the respondent's curriculum each topic is discussed. If the vendor provides the course script and a cross-reference list in the required order indicating the locations of where these topics are addressed in our curriculum, does this meet this requirement?
- A6:** **The instructor/narrator manual must be in the order outlined in Section 2.4.9. The instructor/narrator manual must provide details on topics, discussion suggestions, references to usage of additional materials. If topics are not going to be taught in the topic order required for the instructor/narrator manual, the respondent must include a guide for the instructor and proposal evaluators to follow within the presentation procedures and/or the timeline. The manual(s) must be organized exactly as follows:**
- A. Prepared in a three (3) ring binder, two inches thick (actual measurement).**
  - B. It must contain the following sections which must be divided by tab dividers which are clearly marked and they are to be divided in the order listed below:**

**4 tabs are required in the instructor manual:**

- **Course description**
- **Instructor/Narrator DSP presentation procedures**
- **Course timeline**
- **Course topics/script, (The topics do not have to be taught in the order listed in Section 2.4.9. Therefore, the respondent must provide a table of contents with the topic list in the order listed with the page number and paragraph reference that the topic will be found within the instructor manual. Within the instructor manual, the topics must be highlighted in a manner that is easy for the evaluators to follow.), ~~specifically arranged in the following order~~:**

**If the respondent wishes to have more than the required 4 tabs, that will be acceptable.**

**Q7:** RE: INTERNET: With reference to a bilingual – Spanish/English BMV drivers safety program – will a DSP Vendor be eliminated from consideration if there is not a Spanish language version of the curriculum?

**A7:** A respondent will not be eliminated from consideration if there is not a Spanish language version of the internet curriculum. If the respondent intends to provide a Spanish version, they should provide, at the time of submittal, the Spanish version or a statement of commitment that they will provide a Spanish version upon contract award.

**Q8:** RE: VIDEO: With reference to a bilingual – Spanish/English BMV drivers safety program – will a DSP Vendor be eliminated from consideration if there is not a Spanish language version of the video?

**A8:** A respondent will not be eliminated from consideration if there is not a Spanish language version of the video curriculum. A Spanish curriculum will be considered an optional curriculum (please see RFP Addendum). If the respondent intends to provide a Spanish version, they should provide, at the time of submittal, the Spanish version or a statement of commitment that they will provide a Spanish version upon contract award.

**Q9:** RE: Video requirements – Section 2.4.7: Will a Streaming video (video available on computer) be considered as a distribution method?

**A9:** **No. Video must be accessible to individuals who do not have a computer or internet access.**

**Q10:** RE: Number of Internet DSP Students: For the most recent year in which data is available, how many students completed an Indiana-approved internet DSP? How many completed the video DSP?

**A10: There were 32,379 student completions using the internet format in 2008. There were 22,346 student completions using the video format in 2008.**

**Q11:** Clarification Purpose of RFP (Section 1.3): The RFPs for the internet and video have been combined. Does the new combined RFP still permit vendors to propose one format only?

**A11: No. Respondents to this RFP must be able to provide both the video format and the internet format. Respondents must include both the video format and the internet format in their proposals. The selected vendor(s) must provide both the video format and the internet format.**

**Q12:** RE: Clarification of Summary of Scope of Work (Section 1.4): For what purpose is the Mature Driver Safety Program offered to citizens of Indiana? Ticket dismissal? Insurance discount? Other?

**A12: The Mature Driver Safety Program is for the same purpose as the Basic Driver Safety Program.**

**Q13:** RE: Clarification of Summary of Scope of Work (Section 1.4): For what purpose is the Teen Driver Safety Program offered to teens of Indiana? Ticket dismissal? Insurance discount? Other?

**A13: The Teen Driver Safety Program is for the same purpose as the Basic Driver Safety Program.**

**Q14:** Clarification of Type and Term of Contract (Section 1.14): According to this section the State intends to sign a contract with one Respondent for the DSP internet presentation format. Must this vendor also submit the video format?

**A14: Yes. Respondents to this RFP must be able to provide both the video format and the internet format. Respondents must include both the video format and the internet format in their proposals. The selected vendor(s) must provide both the video format and the internet format.**

**Q15:** Clarification of MWBE Commitment (Section 1.21): Do respondents express their MWBE commitment as a percentage of the price students are charged (e.g., maximum \$55)? Or, is the commitment expressed as a percentage net of the \$20 administrative fee?

**A15: The M/WBE goals of 8% and 8% will be based on the student/applicant fee. Respondents must submit a percentage of their proposed price (per the BMV, not exceeding \$55 for each student registration) that will be allocated to certified M/WBE(s). The total bid amount on Attachment A will not contain an amount.**

**Q16:** RE: Section 1.20 (Equal Opportunity Commitment) of the RFP states that “a contract goal of 8% minority business enterprise participation and 8% women business enterprise participation has been established.” Can you please tell us whether the 8% is based upon the \$55.00 fee collected or the \$35.00 retained by the provider?

**A16:** **The M/WBE goals of 8% and 8% will be based on the student/applicant fee. Respondents must submit a percentage of their proposed price (per the BMV, not exceeding \$55 for each student registration) that will be allocated to certified M/WBE(s). The total bid amount on Attachment A will not contain an amount.**

**Q17:** Section 2.4.7 (Video Requirements) of the RFP lists several “minimum requirements” relating to the video component of a home study program. Would alternative requirements which are equal to or superior than those listed, in terms of effectiveness and efficiency, meet such minimum requirements?

a. For example, Section 2.4.7 I, requires the inclusion of a DSP home study validation answer form. Would other, more effective and more efficient student validation methods (such as those utilizing superior technology) meet such a minimum requirement even though they do not include an “answer form?”

b. As a second example, Section 2.4.7 H and J, requires the inclusion of a student workbook and home study test forms. We assume these materials are included to provide for the grading of student performance. Would other more effective and more efficient student grading methods (again utilizing superior technology) meet such a minimum requirements even though they do not include paper forms and a paper workbook?

**A17:** **Paper forms and workbook must be provided. The respondent must include in their proposal the way(s) in which they will administer the quizzes for the video format. At a minimum, one method the respondent will utilize to administer the quizzes for the video format must be accessible to individuals who do not have internet access.**

**Q18:** We understand the video component of this home study program is to be offered in both VHS and DVD formats. For purposes of the submission on July 15, do you require VHS, DVD, or both?

**A18:** **If the content of the DVD and VHS format are exactly the same, the respondent will only be required to submit the DVD format. If there are any differences in the content of the two versions, the respondent must provide both the DVD and VHS formats. If the respondent is providing only the DVD format, the respondent must include in their response a statement of commitment that the VHS format will be provided upon contract award and that the content of the VHS format will be identical to the DVD format.**

**Q19:** The RFP outline requests Mature and Truck Driving Safety forums, but the Product and Services section lists Youth/teen and Motorcycle safety. Should all four be included in the bid?

**A19:** **The Basic Driver Safety Program (4 hours) is required. The Mature, Truck Driving, Youth/Teen and Motorcycle safety programs are all optional curriculums. If the respondent wishes to provide any of the optional curriculums, those must also be submitted with the response.**

**Q20:** Can a company submit RFP for video production only? Or does it need to be both video and the internet solution?

**A20:** **Respondents to this RFP must be able to provide both the video format and the internet format. Respondents must include both the video format and the internet format in their proposals. The selected Vendor(s) must provide both the video format and the internet format.**

**Q21:** Is the studio workbook for the DSP provided by the State or will it need to be produced for the video portion?

**A21:** **The student workbook is not provided by the state, it must be produced by the respondent.**

**Q22:** How many providers are currently delivering each BDSP format (classroom, Internet, and video)?

**A22:** **Three (3) vendors total are currently providing all formats. One (1) vendor provides the classroom format. One (1) vendor provides the both the internet and the video formats. One (1) vendor provides the video format.**

**Q23:** On average, how many students are graduated annually through each BDSP format (classroom, Internet, and video)?

**A23:** **There were 32,379 student completions using the internet format in 2008. There were 22,346 student completions using the video format in 2008. There were 6,466 student completions using the classroom format in 2008.**

**Q24:** Are any of the current BDSP providers out-of-state entities?

**A24:** **Yes.**

**Q25:** Would providers of a BDSP Internet program need to maintain a physical presence in Indiana?

**A25:** **No.**

**Q26:** Must RFP submissions contain a complete Indiana-specific curriculum, or is a detailed outline sufficient for the purposes of the proposal?

**A26:** **The course offerings submitted in the proposal should be as complete as feasible. Any topics or Indiana specific references that are not included in the respondent's submission should have detailed descriptions of what the respondent would include. The vendor must note in the instructor manual/script (Section 2.4.9) where in the program these items would be included.**

**Q27:** Must the program that is delivered to the public match the structure of BMV's outline in the RFP (§2.4.1)?

**A27:** **The DSP must include the topics listed in 2.4.1. The program does not have to cover the topics in the order listed. However, the respondent should also note that the instructor/narrator manual must be in the order outlined in Section 2.4.9. The instructor/narrator manual must provide details on topics, discussion suggestions, references to usage of additional materials. If topics are not going to be taught in the topic order required for the instructor/narrator manual, the respondent must include a guide for the instructor and proposal evaluators to follow within the presentation procedures and/or the timeline. The manual(s) must be organized exactly as follows:**

**A. Prepared in a three (3) ring binder, two inches thick (actual measurement).**

**B. It must contain the following sections which must be divided by tab dividers which are clearly marked and they are to be divided in the order listed below:**

**4 tabs are required in the instructor manual:**

- Course description**
- Instructor/Narrator DSP presentation procedures**
- Course timeline**
- Course topics/script, (The topics do not have to be taught in the order listed in Section 2.4.9. Therefore, the respondent must provide a table of contents with the topic list in the order listed with the page number and paragraph reference that the topic will be found within the instructor manual. Within the instructor manual, the topics must be highlighted in a manner that is easy for the evaluators to follow.), ~~specifically arranged in the following order~~:**

**If the respondent wishes to have more than the required 4 tabs, that will be acceptable.**

**Q28:** What is the "workbook" format, as mentioned, for example, in the last paragraph of §2.4.2(A)?

**A28:** The workbook (student guide) is required for the video format. In the past a “workbook format” has been offered as an alternative to the video or internet format. A workbook format is not required in this RFP.

**Q29:** Please explain the differences between the 4-hour (BDSP) and the 6- and 8-hour programs.

**A29:** The 4-hour DSP is required by this RFP. The 6 or 8 hour programs would be optional curriculums. The credit the driver would receive from the Bureau for a 6 or 8 hour program would be the same as the 4 hour program. If the respondent would like to offer an optional curriculum, that must be included in their proposal. The optional curriculum must be complete and include pricing at the time of submission.

**Q30:** Reports are to be transmitted to BMV by 3 p.m. ET. What is the cut-off time of the data sets?

**A30:** 3:00 p.m. E.T.

**Q31:** Please define "Internet component model" (first paragraph of §2.4.5).

**A31:** For the purposes of this RFP, “internet component model” is the same as “Internet Format”.

**Q32:** What is the procedure for handling BDSP students who "fail" the course?

**A32:** Section 2.8 (e) “The Respondent is to explain its procedures for handling a DSP student who fails the DSP. How do you inform the student of this status? Explain the procedure to follow up with the failed student in an effort to help him/her to complete the DSP as expected. The Respondent is to maintain a list of the students who fail the DSP. The BMV has the option to review this list at any time.” A student who fails the course will not be given credit for the course by the BMV. A student who fails the course must not be transmitted in the data file by the vendor to the BMV.

**Q33:** 2.4.6 addresses the "workbook" format in several locations. Is the workbook component a requirement for vendors submitting an internet DSP?

**A33:** No. The “workbook” (student guide) is required for the video format. In the past a workbook format has been offered as an alternative to the video or internet format. A “workbook format” is not required in this RFP.

**Q34:** Section 1.24 (A)(3) lists the requirement for automotive liability insurance. Typically, automotive liability applies to drivers and vehicles. Since delivery of



an internet DSP vendor requires no actual employee driving or automobile use, does this requirement still apply?

**A34: This clause in the sample contract regarding insurance is not a State mandatory clause and is a negotiable item and could be removed if not applicable to the services required in the RFP.**

**Q35:** 2.4.7 states that the video course must be in both English and Spanish. Does the video need to be available in both languages at the time of RFP submission?

**A35: A respondent will not be eliminated from consideration if there is not a Spanish language version of the video curriculum. A Spanish curriculum will be considered an optional curriculum (please see RFP Addendum). If the respondent intends to provide a Spanish version, they should provide, at the time of submittal, the Spanish version or a statement of commitment that they will provide a Spanish version upon contract award.**

**Q36:** 2.4.7(G) asks the vendor to include following: "The names and addresses where the students may return the videos in person;" Is it a requirement that the vendor have such a location? Would delivery by mail or UPS of the video course, (both to and from the vendor) be permissible?

**A36: Delivery by mail or UPS of the video course would be acceptable. The respondent must inform the customer of the mail time in addition to the processing time prior to their registration.**

**Q37:** 2.4.8 indicates that references shall be required for personnel responsible for the installation and implementation of all facets of the DSP. As this specifically states "installation and implementation" this leads one to believe that references shall not be required for ongoing support members, such as customer service representatives. Is this the case?

**A37: This does not include customer service representatives. It does include any executive personnel and the contact person for the BMV.**

**Q38:** 2.4.11 addresses information submission. Is the BMV requesting a sample for submission, or requesting that the respondent merely agree to submit information that adheres to the BMV supplied sample in the RFP?

**A38: No sample is required. The respondent must agree to adhere to the sample provided.**

**Q39:** 2.3.6 requests the details for 3 references, and so does 2.8 (I). Are these to be the same 3 references or does the BMV seek 6 references in total?

**A39: Three (3) references are required.**

**Q40:** 2.4.9 requests the required topics to be enclosed in the submission, In most cases, these topics will be spread over the curriculum and appears in a number locations throughout the chapters. Does the BMV desire to see the actual pages where the required topic appears, or the entire chapter in which the topic appears?

**A40:** The DSP must include the topics listed in 2.4.9 (and also in 2.4.1). The program does not have to cover the topics in the order listed. However, the respondent should also note that the instructor manual must be in the order outlined in Section 2.4.9. The instructor/narrator manual must provide details on topics, discussion suggestions, references to usage of additional materials. If topics are not going to be taught in the topic order required for the instructor/narrator manual, the respondent must include a guide for the instructor and proposal evaluators to follow within the presentation procedures and/or the timeline. The manual(s) must be organized exactly as follows:

A. Prepared in a three (3) ring binder, two inches thick (actual measurement).

B. It must contain the following sections which must be divided by tab dividers which are clearly marked and they are to be divided in the order listed below:

4 tabs are required in the instructor manual:

- Course description
- Instructor/Narrator DSP presentation procedures
- Course timeline
- Course topics/script, (The topics do not have to be taught in the order listed in Section 2.4.9. Therefore, the respondent must provide a table of contents with the topic list in the order listed with the page number and paragraph reference that the topic will be found within the instructor manual. Within the instructor manual, the topics must be highlighted in a manner that is easy for the evaluators to follow.), ~~specifically arranged in the following order~~):

If the respondent wishes to have more than the required 4 tabs, that will be acceptable.

**Q41:** 2.4.9 How does the BMV propose a vendor for the video course include proof of the topics outlined?

**A41:** The instructor/narrator manual must be in the order outlined in Section 2.4.9.

The instructor/narrator manual must provide details on topics, discussion suggestions, references to usage of additional materials. If topics are not going to be taught in the topic order required for the instructor/narrator manual, the respondent must include a guide for the instructor and proposal evaluators to follow within the presentation procedures and/or the timeline. The manual(s) must be organized exactly as follows:

A. Prepared in a three (3) ring binder, two inches thick (actual

measurement).

**B. It must contain the following sections which must be divided by tab dividers which are clearly marked and they are to be divided in the order listed below:**

**4 tabs are required in the instructor manual:**

- **Course description**
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- **Course timeline**
- **Course topics/script, (The topics do not have to be taught in the order listed in Section 2.4.9. Therefore, the respondent must provide a table of contents with the topic list in the order listed with the page number and paragraph reference that the topic will be found within the instructor manual. Within the instructor manual, the topics must be highlighted in a manner that is easy for the evaluators to follow.), ~~specifically arranged in the following order~~:**

**If the respondent wishes to have more than the required 4 tabs, that will be acceptable.**

**Q42:** 2.4.9(B) Does the BMV require that the course topics appear exactly in the order described in this section during course delivery to the student or can this order be presented in different intervals? For instance, can information relative to driver responsibility (38) be presented prior to information regarding proper vehicle operation (14)?

**A42:** The instructor/narrator manual must be in the order outlined in Section 2.4.9.

The instructor/narrator manual must provide details on topics, discussion suggestions, references to usage of additional materials. If topics are not going to be taught in the topic order required for the instructor/narrator manual, the respondent must include a guide for the instructor and proposal evaluators to follow within the presentation procedures and/or the timeline. The manual(s) must be organized exactly as follows:

**A. Prepared in a three (3) ring binder, two inches thick (actual measurement).**

**B. It must contain the following sections which must be divided by tab dividers which are clearly marked and they are to be divided in the order listed below:**

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- **Course description**
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- **Course timeline**
- **Course topics/script, (The topics do not have to be taught in the order listed in Section 2.4.9. Therefore, the respondent must provide a table of contents with the topic list in the order listed with the page number and paragraph reference that the topic will be found within the instructor manual. Within the instructor manual, the topics must be highlighted in**

a manner that is easy for the evaluators to follow.), **specifically arranged in the following order**):

**If the respondent wishes to have more than the required 4 tabs, that will be acceptable.**

**Q43:** Will the BMV only consider vendors who can submit both an online and video format? Does the BMV retain the option to award a contract to a vendor only offering online or only offering video or must a vendor offer both?

**A43:** **Respondents to this RFP must be able to provide both the video format and the internet format. Respondents must include both the video format and the internet format in their proposals. The selected vendor(s) must provide both the video format and the internet format. The BMV will not award the internet version to one vendor and the video version to another vendor.**

**Q44:** 2.4.7 States that a Spanish version of the video must be offered at a minimum, for the Basic DSP and the Mature DSP, which leads me to believe the a Mature DSP video course is required, but 2.4.2(b) seems to imply the mature course is optional. Can the BMV provide clarification on this?

**A44:** **A respondent will not be eliminated from consideration if there is not a Spanish language version of the video curriculum. A Spanish curriculum will be considered an optional curriculum (please see RFP Addendum). If the respondent intends to provide a Spanish version, they should provide, at the time of submittal, the Spanish version or a statement of commitment that they will provide a Spanish version upon contract award. The Mature DSP video course is an optional curriculum. If the vendor would like to provide a Mature DSP video course, it must be included in the proposal. The Spanish version is not required but if the respondent wishes to provide a Spanish version, the respondent should include a statement of commitment that they will provide the Spanish version upon contract award.**

**Q45:** It is unclear whether RFP #9-63 is seeking a single provider for **both** Internet and video DSP curricula or whether RFP#9-63 is to be used by respondents applying to provide **either** Internet or video.

1.3: This RFP is for the combination of the **internet and video** DSP formats.

1.14 The State intends to sign a contract with one Respondent for the DSP **Internet presentation** format that we are seeking to fulfill the requirements in this RFP. **The state will not entertain joint bids.**

- These two references seem to pull in opposite directions. Is RFP #9-63 seeking a single provider for both internet and video? Or is RFP #9-63 to be used by enterprises applying to provide either internet or video?
- The State views joint bids as one response from two or more prime respondents. Only one company per proposal submission will be considered.

**A45: Respondents to this RFP must be able to provide both the video format and the internet format. Respondents must include both the video format and the internet format in their proposals. The selected vendor(s) must provide both the video format and the internet format.**

**Q46:** The RFP requests presentations of the entire curriculum for review. Because Indiana has allowed a limited number of DPS providers to date, we expect that most respondents will not have an Indiana-specific course readily available. May a respondent present a course equivalent to DOA and BMV while the Indiana-specific course is being constructed?

RE: 2.4.2 (A) Curriculum Overview: The applicant must be prepared to provide the BMV an opportunity to view the presentation of the actual curriculum, for all components of the DSP, in the real setting.

RE: 2.8 General Topics Required for this RFP h): All proposals including the scripts and visual aids must include Indiana specific laws and rule of the road data. (National data can be used for comparison purposes only.)

**A47: The course offerings submitted in the proposal should be as complete as feasible. Any topics or Indiana specific references that are not included in the respondent's submission should have detailed descriptions of what the respondent would include. The vendor must note in the instructor manual/script where in the program these items would be included.**

**Q48:** RE: 2.8 General Topics Required for this RFP i): We would also like to request clarification on the requirements of service in three similar markets. According to the reference below:

i) The Respondent is to provide a detailed review of his/her previous performance of **administering a DSP in similar markets**. The Respondent is to provide at least three (3) reference sources.

Does this mean a respondent needs an operating license from 3 states in general? Or, does "similar markets" refer to state-wide sole source contracts?

**A48: Similar market refers to similar format, similar curriculum, similar government, similar contract size. Any of these would be applicable.**

**Q49:** Concerning the evaluation point system, it seems as though an out-of-state company not owned by a woman or minority can only potentially score a maximum of 55 points (out of a total 100, possible). Will other categories of merit, such as delivery technology, security, and thoroughness of the curriculum be considered in the evaluation process?

**A49: Section 3 of the RFP outlines the point system and methods that are used in evaluating all proposals. All contents of the respondent's proposal will be considered in these categories.**

**Q50:** The RFP-9-63 requires that each of the approved curriculums (including BDSP, Mature, Teen and Truck Driver) be offered in both English and Spanish. Can the Spanish translation of each of these programs, including the BDSP, be a function of contract award? As such, please verify that it is acceptable to submit English only versions of the curriculums as part of the RFP response.

**A51:** A respondent will not be eliminated from consideration if there is not a Spanish language version of the video curriculum. A Spanish curriculum will be considered an optional curriculum (please see RFP Addendum). If the respondent intends to provide a Spanish version, they should provide, at the time of submittal, the Spanish version or a statement of commitment that they will provide a Spanish version upon contract award.

**Q52:** When do the current vendor contracts expire? Do they have provisions for additional terms or extensions?

**A52:** The current contracts expire December 31, 2009. They are being extended to June 30, 2010.

**Q53:** If contract awards are expected by October 30, 2009, why is the commencement date delayed until June or July?

**A53:** The BMV has allotted time in case of delays in contract awards, time for selected vendors to complete translation of curriculum to any other languages if being offered, time for selected vendors to make any revisions the BMV would request be made to the curriculum, and transition time from current programs. In addition, this will allow the 2010 Legislature to complete its work, and any subsequent changes to be made to the curriculum to reflect changes in law prior to contract commencement.

**Q54:** Does BMV intend to collect a \$20 administrative fee for the alternative curriculums, such as Mature, Teen and Truck Driver?

**A54:** Yes.

**Q55:** Do any of the optional curriculums have a minimum time limit? If so, what is the minimum time for each of the optional courses?

**A55:** There is a 4 hour minimum for any optional course.

**Q56:** Is BMV establishing a maximum fee (such as the \$55 for BDSP) for alternative curriculums, such as Mature, Teen and Truck Driver?

**A56:** Any alternative curriculum proposal must be complete including pricing. No maximum price is in place for alternative curriculums. The proposed set price will only be allowed to be changed once per calendar year and only with BMV approval. A price change must first be requested through the

**BMV in writing, the request must be approved by the BMV, and an amendment to the contract must be executed before the price can be altered.**

**Q57:** RFP-9-63, Section 1.24 (A)(2.), is requiring an “automobile” liability policy. Why would this be required for a service being delivered via Internet/Video? What is the liability we are trying to mitigate?

**A57:** **This clause in the sample contract regarding insurance is not a State mandatory clause and is a negotiable item and could be removed if not applicable to the services required in the RFP.**

**Q58:** RFP-9-63, Section 2.4.2 (A), states that a vendor can submit a BDSP which is 4, 6 or 8 hours in length.

a.) Does the BMV consider the various course lengths as different courses to be used for different purposes? i.e. longer courses for repeat violators, etc...?

b.) Can a vendor choose to submit a 4, 6, and 8 hour version of the BDSP? If so, how would BMV promote each of these programs to the public?

**A58:** **At this time, the BMV does not consider the various course lengths as different courses to be used for different purposes. The same 4 point credit which is applied for completion of the Basic DSP is applied for completion of an optional course length. All vendor approved courses will be listed equally.**

**Q59:** RFP-9-63, Section 2.4.9, states that applicants must provide the BMV with a detailed description of the DSP instructor’s manual. For an Internet/Video presentation, there is no instructor’s manual. Please confirm if this was an unintended section (from the classroom RFP) or else, please provide further guidance on the purpose and intent of this section.

**A59:** **In the case of the video/internet presentation this would be the script. The script must be complete with the narrator comments, and description of use of visual references. Respondent must provide the manual as described in Section 2.4.9**

**The instructor/narrator manual must provide details on topics, discussion suggestions, references to usage of additional materials. If topics are not going to be taught in the topic order required for the instructor/narrator manual, the respondent must include a guide for the instructor and proposal evaluators to follow within the presentation procedures and/or the timeline. The manual(s) must be organized exactly as follows:**

**A. Prepared in a three (3) ring binder, two inches thick (actual measurement).**

**B. It must contain the following sections which must be divided by tab dividers which are clearly marked and they are to be divided in the order listed below:**

**4 tabs are required in the instructor manual:**

- Course description**

- **Instructor/Narrator DSP presentation procedures**
- **Course timeline**
- **Course topics/script, (The topics do not have to be taught in the order listed in Section 2.4.9. Therefore, the respondent must provide a table of contents with the topic list in the order listed with the page number and paragraph reference that the topic will be found within the instructor manual. Within the instructor manual, the topics must be highlighted in a manner that is easy for the evaluators to follow.), ~~specifically arranged in the following order~~:**

**If the respondent wishes to have more than the required 4 tabs, that will be acceptable.**

**Q60:** RFP-9-63 contains language related to the minimum passing score of the Internet quizzes and final exam. In one section it states 70% as the minimum passing score, but in another section it states that the vendor would need to set the standard for passing scores. Please provide additional clarification as to which standards the vendor must define, and what exactly is the BMV's minimum thresholds.

**A60:** **70% is the minimum passing score. The respondent may set a higher standard, which must be defined.**

**Q61:** Regarding the Internet course, how many attempts will a student be permitted on the final exam?

**A61:** **The respondent may set the number of attempts that will be permitted for their curriculum. This number should be stated in the proposal.**

**Q62:** Will the same standards related to quizzes and final exams be applied to the optional curriculum such as Mature, Teen and Truck Driver?

**A62:** **Yes.**

**Q63:** RFP-9-63, Section 2.4, discusses a Motorcycle DSP as an optional program. Does BMV have curriculum guidelines or requirements for this course?

**A63:** **Not at this time.**

**Q64:** Is the 8% MBE/WBE requirement based on the gross price to the student or on the price net of the \$20 administration fee, since none of the administrative fee can be subcontracted, the fee does not represent payment for services provided, and does not represent any type of profit to the selected vendor(s)?

**A64:** **The M/WBE goals of 8% and 8% will be based on the student/applicant fee. Respondents must submit a percentage of their proposed price (per the**



**BMV, not exceeding \$55 for each student registration) that will be allocated to certified M/WBE(s). The total bid amount on Attachment A will not contain an amount.**

**Q65:** The MBE/WBE Subcontractor Form Requires the vendor to fill in a Total Bid Amount. This amount will depend upon what percentage of the total available business a given vendor receives assuming there are multiple vendors. How should a respondent calculate this number? Is it acceptable to base this on a percentage of the total business that the bidder anticipates they will receive?

**A65:** **The M/WBE goals of 8% and 8% will be based on the student/applicant fee. Respondents must submit a percentage of their proposed price (per the BMV, not exceeding \$55 for each student registration) that will be allocated to certified M/WBE(s). The total bid amount on Attachment A will not contain an amount.**

**Q66:** Is the \$20 administrative fee to be paid for each student who registers for the course or only those who register and complete (including payment for the course)?

**A66:** **“Section 1.4, page 5: The BMV will invoice the vendor, on a monthly basis, a \$20 administrative fee for each DSP student who registers/completes and submits payment for the respective basic four (4) hour DSP. Payment is considered tendered to the vendor by a variety of means (i.e. cash, check, credit card, money order, etc);” The BMV will invoice for registrations (regardless of completion status) that include payment.**

**Q67:** Section 2.8 (b) indicates that refunds should be given to students who pay but never complete the DSP. Is the \$20 administrative fee refunded by the BMV?

**A67:** **Vendor must notify BMV of refunds. If within same month, vendor will not be invoiced. If refund issued in a month after administrative fee has been invoiced, subsequent invoice will be credited. Refunds will not be required for individuals who do not complete the course because of a failed examination.**

**Q68:** Are respondents required to submit both the English and Spanish versions of the programs with the RFP submission, or can they submit the English version with the commitment to have the Spanish version available for the BMV approval after contract?

**A68:** **A respondent will not be eliminated from consideration if there is not a Spanish language version of the video curriculum. A Spanish curriculum will be considered an optional curriculum (please see RFP Addendum). If the respondent intends to provide a Spanish version, they should provide, at the**

**time of submittal, the Spanish version or a statement of commitment that they will provide a Spanish version upon contract award.**

**Q69:** Section 1.24 A) requires Automobile liability with minimum liability limits of \$700,000 per person and \$5,000,000 per occurrence. However, no automobiles are required to be used to perform the contract. It may not be possible to get the liability insurance under these circumstances.

**A69:** **This clause in the sample contract regarding insurance is not a State mandatory clause and is a negotiable item and could be removed if not applicable to the services required in the RFP.**

**Q70:** Section 1.15 outlines how respondents are to handle confidential information in the written submission. How should this information be handled with respect to the required CD copies?

**A70:** **The respondent is not required to include confidential information on the CD copies.**

**Q71:** Regarding Section 2.8 m), does this refer to an evaluation of the course by the student?

**A71:** **“The Respondent is to develop a system to objectively evaluate the qualifications and the DSP course presentation content and facilitation of the curriculum by the narrator and the audio/visual material provided for the class.” This refers to establishing a system to self evaluate the content of the program and the quality of the internet and video materials on a regular basis.**

**Q72:** Section 2.4.7 refers to places that the students may return the video in person both during business hours and after. However, self addressed envelopes and/or late hour call-centers are equally, if not more convenient for the student. Will these methodologies be given equal weight in the evaluation process?

**A72:** **Delivery by mail or UPS of the video course would be acceptable. The respondent must inform the customer of the mail time in addition to the processing time prior to their registration.**

**Q73:** Section 1.3 states “The Bureau reserves the right to select one or more vendors to provide this service.” Section 1.14 says “The State intends to sign a contract with one Respondent for the DSP Internet presentation format that we are seeking to fulfill the requirements of this RFP.” Given the obvious advantages of competition, both in regards to inspiring high levels of service and for allowing continuation of service during problems with a vendor, is the Bureau open to having more than one vendor for the Internet DSP?

**A73: Respondents to this RFP must be able to provide both the video format and the internet format. Respondents must include both the video format and the internet format in their proposals. The selected vendor(s) must provide both the video format and the internet format. The Bureau reserves the right to select one or more vendors to provide this service. However, the Bureau can limit the number of vendors it will award a contract to administer the stated internet and video formats of the DSP. In addition, the Bureau is seeking competent vendors to provide the services for all three (3) DSP delivery formats including the classroom, the internet and the video. If it is in the best interest of the State, the BMV can favorably consider those Respondents that can provide a packaged solution to service the three different DSP delivery formats. The responses to the classroom format have to be submitted in the respective separate RFP form. This RFP is for the combination of the internet and video DSP formats.**

**Q74:** Is the IDOA/BMW open to considering a combined DVD + Internet version of the program, in addition to or possibly in lieu of the Internet format, with the objective of providing very high quality interactive driving video exercises and other program content? This would be a hybrid approach where the Internet is homebase for the product and for delivery of much program content, and would direct users to the their PC or Mac to conduct driving exercises.

**A74: Respondents to this RFP must be able to provide both the video format and the internet format. Respondents must include both the video format and the internet format in their proposals. The selected vendor(s) must provide both the video format and the internet format. The video format must be accessible to individuals who do not have a computer and/or internet access.**